IT Services Environment Description - Servers

Description of Server Level Machines. The machines used for hosting the file and print services, microcomputer COTS software and custom applications services for NASA Headquarters consist of—

Hardware
- Pentium 200MHZ-400MHZ
- Compaq 2000 and 5000

Server Operating Software

- Windows NT 4.0

Physical Distribution. All File and Print Servers are located in the NASA Headquarters Computer Center.

The machines used for hosting non-file and print sharing services such as electronic mail, World Wide Web, and other Internet related services and development consist of—

Hardware

- Compaq Proliant
- MAX1
- SGI Indy
- Sun Sparc 5
- Sun Sparc 10
- Sun Sparc 20
- Sun Ultra 2

- Sun Enterprise Servers

Network Operating Software
- SunOS 4.x
- Solaris 2.x
- Solaris X86
- Ascend
- IRIX
- HP-UX

Physical Distribution. All non-file/print servers, except some supporting code YSare located in the NASA Headquarters Computer Center.

The following mid-range machines are used to support document management, work control, and specialized code level applications:

Hardware
- DEC Alpha 2100
- IBM RS/6000
Operating Software
- AIX 3.x
- AIX 4.x
- OpenVMS 6.x

<u>Physical Distribution</u>. All mid-range machines are located in the NASA Headquarters Computer Center.

Service Levels and Policy Statements. The supported operating hours for these systems are from 7am-7pm Monday-Friday.   All systems are setup to either page the administrators if the system becomes unavailable or are monitored by the Network Operations Center management software which will page the administrators if the system becomes unavailable. This monitoring occurs 24 hours a day. If a system fails outside the supported operating hours, personnel are dispatched to repair the system to ensure it is available during supported operating hours. The systems are backed-up between 7pm and 7am. The backups and systems are monitored by the Computer Room Third Shift employees.